



Do you have a suggestion or bright idea?

Contact Bridget Bartlett (563-556-4166) for any suggestions or story ideas for the monthly newsletters!

### Upcoming Events:

January 2012: The RTA Christmas Party on Thursday January 19<sup>th</sup> at 5:30pm at Diamond Jo Casino

February 2012: The Third annual Black Tie Bowling fundraising event will be taking place on Saturday February 25<sup>th</sup> at 5pm at Cherry Lanes!



RTA Dubuque, Delaware and Jackson Counties

7600 Commerce Park  
Dubuque, IA 52002  
563-588-4592  
1-800-839-5005

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# RTA: News on the Go!



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If everyone is moving forward then success can take care of itself

Henry Ford



## County Update:

The RTA will now be providing transportation to the Drop In Center in Manchester. The Drop In Center was established only a few years ago, however participation has been limited. The Delaware County Central Point of Contact (CPC), Peggy Petlon partnered with the RTA to get this started. Peggy got the county to pitch in some money and also worked with the RTA to get this service going! Members from anywhere in Delaware County can use the RTA to get to the Drop In Center during their normal operating hours. For questions or information on how you can get a ride please see your Delaware County Case Manager.

The RTA is still selling cookbooks throughout the region!! The books are over 300 pages full of delicious recipes from RTA staff and consumers in Dubuque, Delaware & Jackson Counties!

The cookbooks have been reduced in priced and are now just \$10 each. They make a great holiday gift!!

If you would like one please call  
1-800-942-4648



## Meet Our New RTA Dispatcher!

The RTA hired Debra Brandel in September!

Debra has 22 years of experience in transportation with Yellow Transportation. There her title was daytime operations and also worked as a dispatcher. She loved working with the customers and the drivers which brought her back to the transportation field!  
Debra has four children and 11 grandchildren!! Besides spending time with her family she enjoys quilting and working outside tending to her fish pond her and her husband made on their property.



## The Best People to Work With

By Mark Munson

As biased as I might be as the RTA Transit Director, I believe the RTA drivers are some of the most thoughtful and considerate people you would ever want to know on or off the clock.

I have known some of the staff for almost 20 years, and they have consistently shown me how much they enjoy their customers, the work they perform and the lives they touch every day.

It takes a special person to light up someone's day when that person is sick, or make a child's day who is living in stress or without a friendly face to greet them, or give the gift of independence to someone who's life might otherwise be limited to their home or apartment.

I have been blessed to meet so many dedicated people at both the RTA and through all the many generous helping organizations the RTA comes in contact with daily. I appreciate everyone's dedication and hope that in some small way this recognition makes a little difference in someone's day.

## Did you know?

83 percent of older Americans acknowledge public transit provides easy access to things they need in everyday life.

Source: Easter Seals Project Action

We are prone to judge success by the index of our salaries  
Or the size of our automobiles,  
rather than by the quality of our service relationship to humanity.

Dr. Martin Luther King, Jr.